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AMENDMENTS TO THE CLAIMS

1. (Canceled)

2. (Canceled)

3. (Canceled)

4. (Canceled)

5. (Canceled)

6. (Canceled)

7. (Canceled)

8. (Canceled)

9. (Canceled)

10. (Canceled)

11. (Currently amended) An apparatus that has a processor comprising:

means for selecting a program from among a plurality of programs if a service class fails to meet a performance goal, wherein the means for selecting further comprises means for determining that the program is associated with a majority of work in the service class, wherein the means for determining further comprises determining that the program is associated with transactions within a time period whose aggregate response time is greater than half of a response time for all transactions in the service class during the time period;period; and

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means for requesting the program to incrementally self-tune; and
means for determining whether the service class meets the performance goal after
the means for requesting.

12. (Canceled)

13. (Original) The apparatus of claim 11, wherein the means for selecting further comprises:

means for determining that the program is a bottleneck for the service class.

14. (Canceled)

15. (Canceled)

16. (Canceled)

17. (Canceled)

18. (Canceled)

19. (Canceled)

20. (Currently amended) A storage medium encoded with instructions, wherein the instructions when executed on a processor perform steps that comprise:

selecting a program from among a plurality of programs if a service class fails to meet a performance goal, wherein the selecting further comprises determining that the program is associated with a majority of work in the service class, wherein the determining further comprises determining that the program is associated with transactions within a time period whose aggregate response time is greater than half of a response time for all transactions in the service class during the time period;

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requesting the program to incrementally self-tune; and
determining whether the service class meets the performance goal after the
requesting.

21. (Canceled)

22. (Canceled)

23. (Previously presented) The storage medium of claim 20, wherein the selecting further
comprises:

determining that the program has a priority below a threshold.

24. (Previously presented) The storage medium of claim 20, further comprising:

if the service class does not meet the performance goal after the requesting,
determining whether performance of the service class has improved.

25. (Previously presented) The storage medium of claim 24, further comprising:

if the performance of the service class has improved, repeating the requesting so
long as the service class does not meet the performance goal and the performance of the
service class improves.

26. (Previously presented) The storage medium of claim 24, further comprising:

if the performance of the service class has not improved, requesting the program
to reset to a previous tuned state.

27. (Previously presented) The storage medium of claim 20, wherein the performance
goal is a response time goal for the service class.

28. (Canceled)

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29. (Previously presented) The storage medium of claim 20, wherein the requesting the program to incrementally self-tune further comprises:

requesting the program to increase performance if the program is a bottleneck for the service class.

30. (Previously presented) The storage medium of claim 20, wherein the requesting the program to incrementally self-tune further comprises:

requesting the program to decrease performance if the response time of the transactions in the service class that are associated with the program is less than a threshold percentage of a response-time goal for the program.

31. (Currently amended) An electronic device comprising:

a processor; and

a storage device encoded with instructions, wherein the instructions when executed on the processor comprise:

receiving a plurality of notifications indicating that a respective plurality of programs support performance tuning,

determining that a first service class failed to meet a performance goal,

selecting at least one program from the plurality of programs, wherein the selecting further comprises determining that the at least one program is associated with a majority of work in the first service class, wherein the determining further comprises determining that the at least one program is associated with transactions within a time period whose aggregate response time is greater than half of a response time for all transactions in the first service class during the time period, period, and

requesting the at least one program to incrementally self-tune, and

determining whether the requesting caused performance of the first service class to improve.

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32. (Original) The electronic device of claim 31, wherein the requesting further comprises:

requesting the at least one program to self-tune a resource associated with the at least one program.

33. (Original) The electronic device of claim 31, wherein the instructions further comprise.

requesting the at least one program to self-tune a resource internal to the program.

34. (Canceled)

35. (Currently amended) The electronic device of claim 31~~claim 34~~, wherein the instructions further comprise:

if the requesting did not cause the performance of the first service class to improve, selecting a second program from the plurality of programs and requesting the second program to incrementally self-tune.

36. (Currently amended) The electronic device of claim 31~~claim 34~~, wherein the instructions further comprise:

if the requesting did cause the performance of the first service class to improve, repeating the requesting until the performance goal is met or until the performance of the first service class no longer improves.

37. (Original) The electronic device of claim 31, wherein the instructions further comprise:

if the requesting did not cause performance of the first service class to meet the performance goal, tuning a global resource that is common to all the plurality of programs.

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38. (Currently amended) The electronic device of claim 31~~claim 34~~, wherein the instructions further comprise:

if the requesting did cause the performance of the first service class to improve, determining whether performance of a second service class was impaired subsequent to the requesting, wherein the second service class has a higher priority than the first service class.

39. (Original) The electronic device of claim 38, wherein the instructions further comprise:

if the performance of the second service class was impaired subsequent to the requesting, resetting the program to a previous tuned state.

40. (Original) The electronic device of claim 31, wherein the instructions further comprise:

globally tuning the electronic device prior to the determining.

41. (Original) The electronic device of claim 31, wherein the requesting further comprises:

notifying the at least one program of a global resource available for use by the at least one program.